



College of Medicine

Acceptable Use of College of Medicine DocuWare System

I. Introduction

DocuWare is a Document Management System (DMS) used by the College of Medicine with the primary objective of converting paper records and files to electronic format to increase business efficiencies and reduce physical file space requirements. Electronic document management unlocks valuable information from the records by adding data references and making the records infinitely more useful. All types of documents, whatever their source, can be stored in one central document pool. Documents are kept in their original state and are accessible by approved users using a connected mobile device or computer. By utilizing a DMS, the College of Medicine can increase employee production, create business efficiencies, decrease costs associated with managing paper records, and improve customer service while managing records in accordance to Arizona Revised Statutes and retention requirements.

Scope

This policy applies to all users of the University of Arizona DocuWare System whether initiated from a computer, mobile device, and/or network device located on or off campus.

II. Policy Statement

Individuals using the DocuWare System must comply with this policy as well as act in compliance with Arizona record laws and all other applicable University of Arizona policies. Violations of this policy are subject to sanctions as set forth in [IS-701](#).

Individuals granted access to the DocuWare system may do so only in the conduct of official University business. Additionally, DocuWare users must do the following: respect the confidentiality and privacy of the records that are accessed; only access data related to official business purposes, and to abide by applicable laws or University of Arizona policies with respect to access, use or disclosure of information. DocuWare users may not disclose or distribute data from DocuWare in any medium, except as required by applicable job responsibilities. DocuWare users may not access or use any data in the DocuWare system for personal gain or profit, for the personal gain

or profit of others, or to satisfy personal interests or that of others. As with all information system access, DocuWare users must protect their Net ID - DocuWare password so that it may not be used by anyone other than the specific user it was assigned.

III. Acceptable Use Guidelines

- a. Employees are granted access to their respective unit's DocuWare file cabinet(s) with written permission from the dean, department head or unit manager. This request for permission should be submitted in a Service Request [ticket](#) with the subject of, 'DocuWare Access Request'.
- b. In addition to the requirements set forth in [IS-701](#), these requirements specific to DocuWare apply as follows:
 1. DocuWare System users are required to review to the terms of [IS-700](#) before logging into the DocuWare System.
 2. In the event a password is compromised, DocuWare users must immediately inform the College of Medicine- Information Technology Services Helpdesk @ 626-8721 or submit a new Service Request ticket @ <http://helpdesk.medicine.arizona.edu> to inform COM-ITS of the password breach.

IV. Training Requirements

- a. It's recommended that all employees who are granted access to the DocuWare System receive training on the system prior to its use as well as periodically thereafter as needed. Departments who have experienced DocuWare users may decide to conduct their own training for new users.
- b. If your responsibilities involve accessing [student data](#), we require that you complete [FERPA training](#) before you'll be granted access to the respective file cabinet. Upon completion of the training, you'll receive a confirmation email. Please forward this email to [COM – Records Management](#).
- c. Access requests for student employees or volunteers will require [FERPA training](#) confirmation and a written summary of the students responsibilities sent to [COM – Records Management](#).
- d. Directors and supervisors are responsible for ensuring that staff has received the proper training and reviewed all applicable university policies upon requesting DocuWare access.